



The National Prosecuting Authority of South Africa
Igunya Jikelele Labetshutshisi boMzantsi Afrika
Die Nasionale Vervolgingsgesag van Suid-Afrika

THUTHUZELA

C A R E C E N T R E

Turning Victims into Survivors



*Kofi Annan and his wife Nane Maria Annan, with Adv Thoko Majokweni
at the JG Jooste Hospital, Manenberg,*

The word “comfort” awakens feelings of warmth, freedom from emotional and physical concerns, safety, security, being pampered and cared for and, above all, re-inforcing dignity, hope and positive expectation.

These attributes and feelings are embodied in “thuthuzela”, the Xhosa word for comfort, are realised in the establishment of the

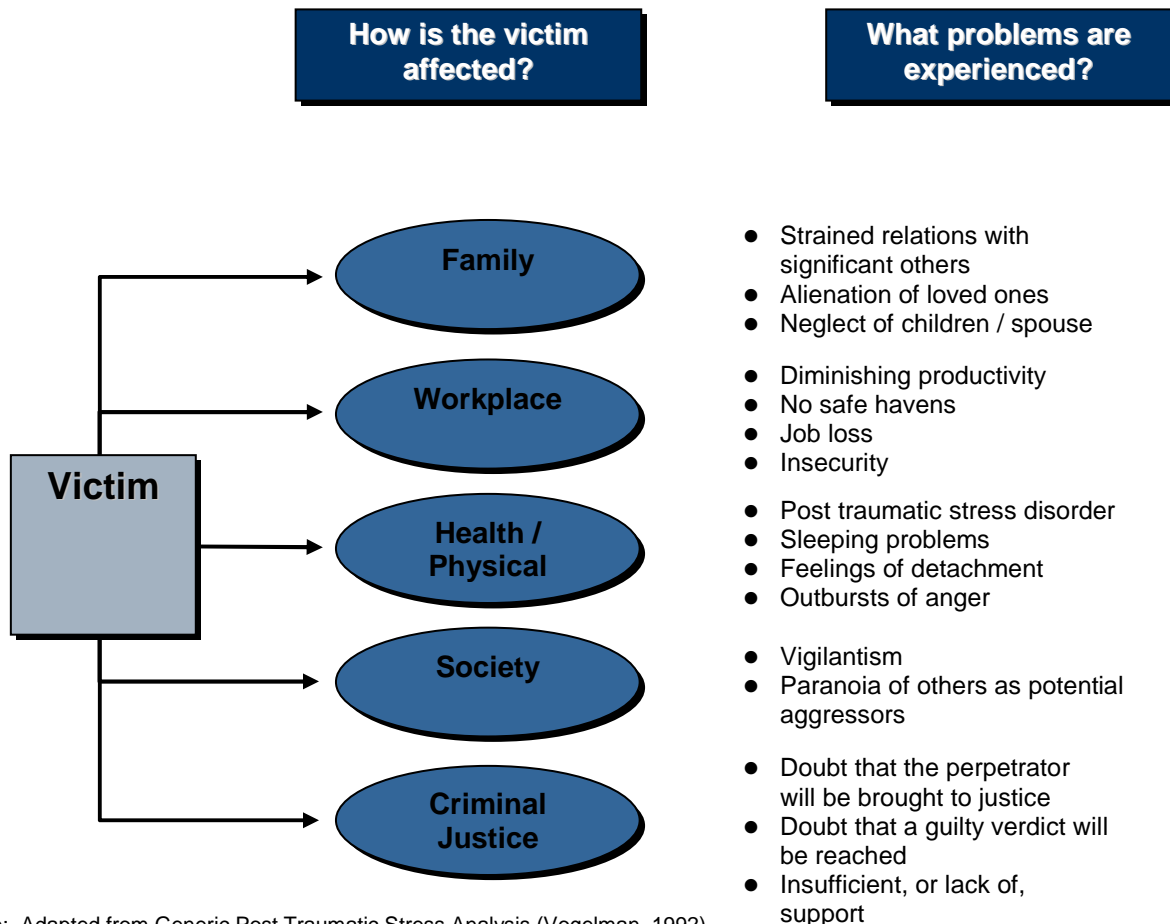
THUTHUZELA CARE CENTRES.

Thuthuzela Care Centres are one-stop facilities that have been introduced as a critical part of South Africa's anti-rape strategy, aiming to reduce secondary trauma for the victim, improve conviction rates and reduce the cycle time for finalising cases.

The *Thuthuzela* project is led by the NPA's **Sexual Offences and Community Affairs Unit (SOCA)**, in partnership with various donors as a response to the urgent need for an integrated strategy for prevention, response and support for rape victims.

Since its establishment, the **SOCA Unit** has been working to develop best practices and policies that seek to eradicate victimisation of women and children, while improving prosecution, particularly in the areas of sexual offences, maintenance, child justice and domestic violence.

The context: Rape is complex and has a wide impact in society ...



Note: Adapted from Generic Post Traumatic Stress Analysis (Vogelman, 1992)

Workings of the *Thuthuzela* Care Centres?

Thuthuzela Care Centres are in operation in public hospitals in communities where the incidence of rape is particularly high. They are also linked to sexual offences courts, which are staffed by prosecutors, social workers, investigating officers, magistrates, health professionals, NGOs and police, and located in close proximity to the centres.

The centres are managed by a top level inter-departmental team comprising Justice, Health, Education, Treasury, Correctional Services, Safety and Security, Local Government, Home Affairs, Social Development and designated civil society organisations.

Thuthuzela's integrated approach to rape care is one of respect, comfort, restoring dignity and ensuring justice for children, women and men who are victims of sexual violence. When reporting, the rape victim is removed from crowds and intimidating environments, such as at the police station, to a more victim-friendly environment before being transported by ambulance to the *Thuthuzela* one stop care centre at the hospital. Enroute, the victim receives comfort and crisis counselling from a trained ambulance volunteer.

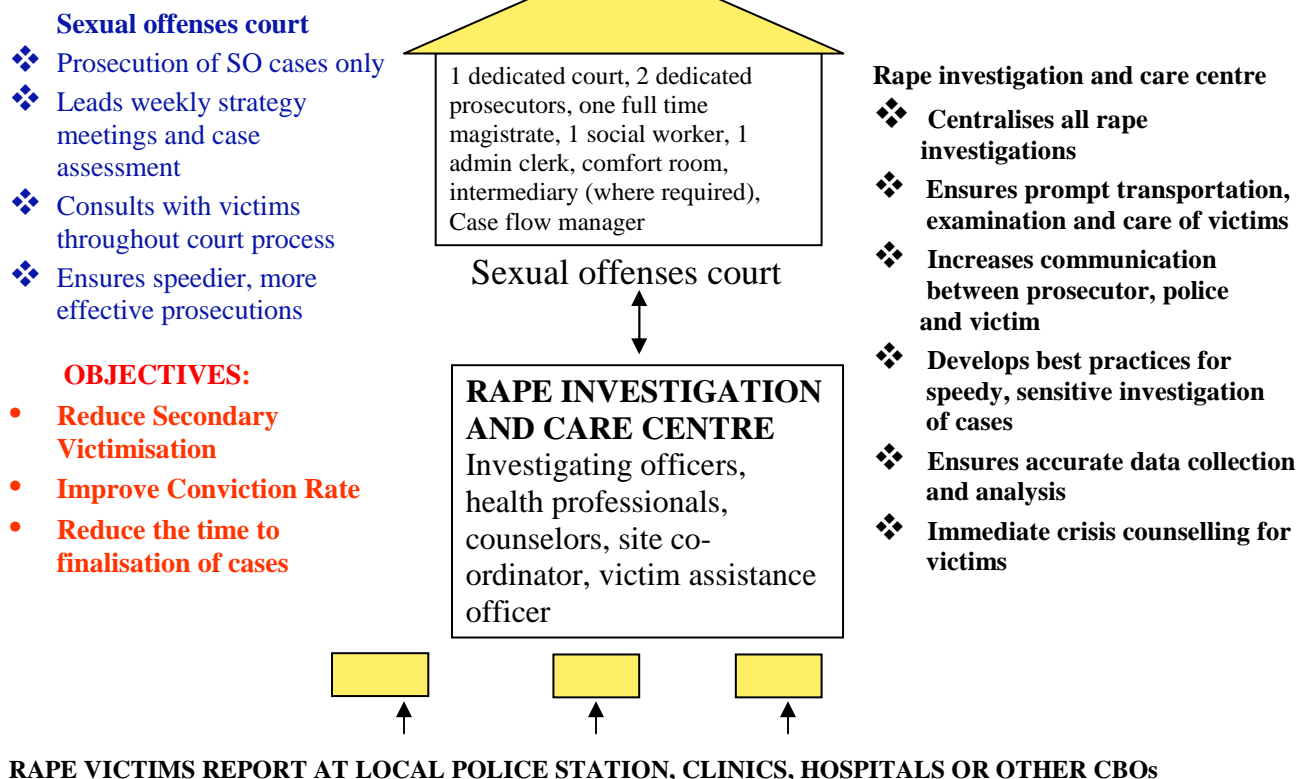


Victim friendly waiting rooms at courts

Once at the *Thuthuzela Care Centre*, the victim is ushered to a quiet, private space, welcomed by the site-coordinator. A doctor is immediately summoned to conduct a medical examination. The victim is then given information on the procedures to be performed. The victim (patient) signs a consent form for medical examination and blood specimens. If the medical examination happens within 24 hours of the rape, after which the victim is offered the opportunity to take a bath or shower and to change into clean clothes. After that, the investigating officer on call at the centre takes the victim's statement. Thereafter, the victim receives appropriate medication and is given a follow-up date for further medical treatment, before being transported home.

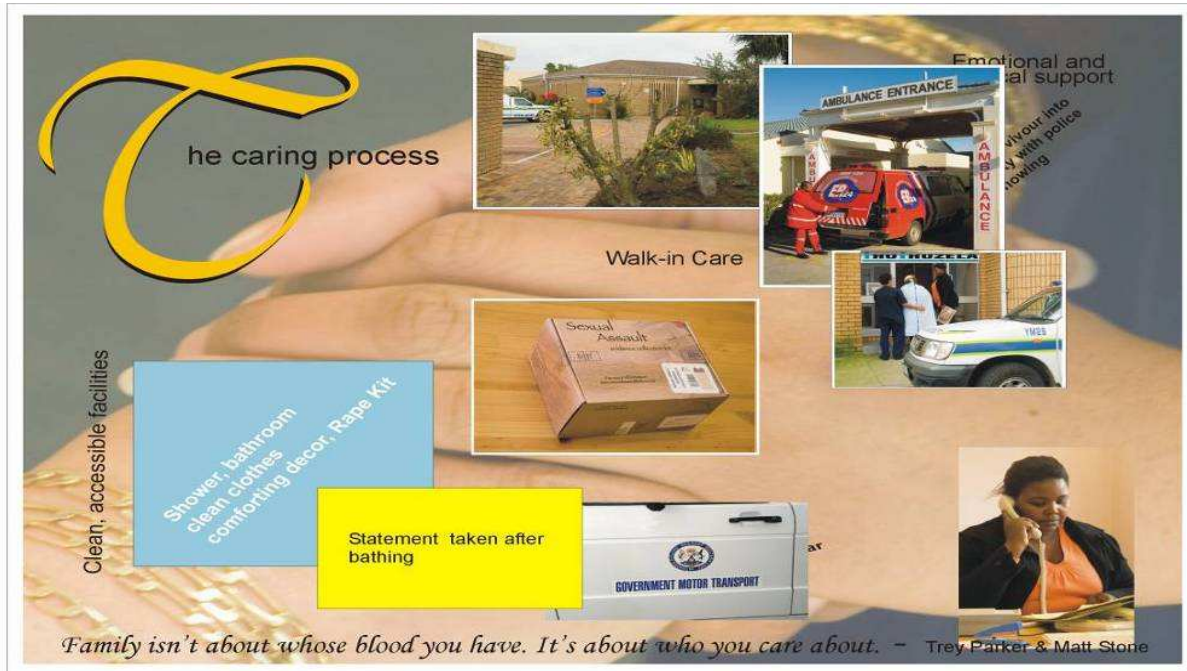
"This process ensures that service providers are available to a rape survivor in one location, rather than her being shuttled around throughout the criminal justice system", says Advocate Thoko Majokweni, Head of the SOCA unit.

Thuthuzela Model



BLUEPRINT Thuthuzela Care Centres

Specially trained staff, access to variety of professional services...



Caring for the young victims of rape

Doctors at *Thuthuzela Care Centres* have reported seeing increased numbers of child victims. Sadly, some of them are as young as three months. Accordingly, the need for specially trained child-friendly nurses or care-givers to receive and comfort children before they are taken for examination is critical.



Baragwanath Thuthuzela Care Centre, child friendly environment

Various donors have also contributed to making the centres child-friendly, through offering technical expertise for the installation and availability of special tools. These include two way-mirrors, posters, drawings, and anatomically correct dolls comprising five family members, to help prepare children to appear in court, should that become necessary.



Play therapy in child friendly Thuthuzela Care Centre facilities

Impact of the *Thuthuzela Care Centres*

The *Thuthuzela* model has already improved the process of reporting and prosecuting rape and other sexual offences, and reducing secondary trauma to survivors as the entire process takes place in a dignified and friendly environment.

According to Advocate Majokweni, “At the heart of the success of the *Thuthuzela* approach is the professional medical and legal interface and a high degree of cooperation between victim and service providers from reporting through investigation and prosecution of the crime, leading up to conviction of the offender. Offender conviction rates are up too. Higher levels of awareness have resulted in an increased numbers of cases reported at police stations and taken immediately to a *Thuthuzela Care Centre*”.

Services offered at the *Thuthuzela Care Centres(TCCs)*

- Welcome and comfort from a site co-ordinator or nurse.
- An explanation of how the medical examination will be conducted and what clothing might be taken for evidence.
- A consent form to sign that allows the doctor to conduct the medical examination.
- A nurse in the examination room.
- After the medical examination, there are bath or shower facilities for the victims to use.
- An investigation officer will interview the survivor and take his/her statement.
- A social worker or nurse will offer counselling.
- A nurse arranges for follow-up visits, treatment and medication for Sexually Transmitted Infections (STIs), HIV and AIDS.
- A referral letter or appointment will be made for long-term counselling.
- The victim (survivor) is offered transportation home by an ambulance or the investigating officer.
- Arrangements for the survivor to go to a place of safety, if necessary.
- Consultations with a specialist prosecutor before the case goes to court.
- Court preparation by a victim assistant officer.
- An explanation of the outcome and update of the trial process by a case manager.



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THE THUTHUZELA CARE CENTRES (TCCs)

1. TCC Mamelodi
Mamelodi Hospital
Tel: 012-801 2717
Fax: 012-841 8384
Contact Person:
Ms Refiloe Bahula

2. TCC Natalspruit
Natalspruit Hospital
Tel: 011-909 1002/3/6/9
Fax: 011-909 2929
Contact Person:
Mr Jerry Ramashaba

3. TCC Soweto, Gauteng
Nthabiseng Thuthuzela
Chris Hani Baragwanath Hospital
Tel: 011-933 1229 / 3346
Fax: 011-933 1140
Contact Person:
Ms Julia Rachitanga

4. TCC Libode, Umtata: Eastern Cape
St Barnabas Hospital
Tel: 047-568 6274
Fax: 047-568 6004
Contact Person:
Ms Themba Msuthu

5. TCC Mdantsane, East London:
Eastern Cape
Cecilia Makiwane Hospital
Tel: 043-761 2023
Fax: 043-761 6277
Contact Person:
Ms Nosisi Nangu

6. TCC Mannenberg, Western Cape
GF Jooste Hospital
Tel: 021-691 6194
Fax: 021-691 7962
Contact Person:
Ms Mandisa Nongonongo

7. TCC Mafikeng
Mafikeng Hospital
Tel: 018-383 7000
Fax: 018-383 7000
Contact Person:
Ms Takalani Makhado

8. TCC Umlazi
Prince Mshiyeni Hospital
Tel: 031-907 8496
Fax: 031-906 1836
Contact Person:
Ms Lusanda Khumalo

9. TCC Phoenix Crisis Centre
Mahatma Gandhi Hospital
Tel: 031-502 2338
Fax: 031-502 2372
Contact Person:
Ms Thenjiwe Mthembu

10. TCC Galeshewe, Kimberly
Northern Cape
Hospital
Tel: 053-830 8900
Fax: 053-830 8906
Contact Person:
Ms Linda Le Roux

For further information on Thuthuzela Care Centres, please contact Adv Thoko Majokweni or Ms Phumeza Mafani at the National Prosecuting Authority (NPA) at 012 845-6136/1 or contact the NPA at tel (012) 845 6000